# FRESNO, CALIFORNIA
## CLASS SPECIFICATION

## COMPUTER SUPPORT SPECIALIST

**FLSA STATUS:**
Non-Exempt

**CLASS SUMMARY:**
The Computer Support Specialist is the first and entry level in a four level IT Specialist series. Incumbents are responsible for providing general technical support to an assigned information technology area, under indirect supervision, with a focus on desktop systems.

Distinguishing characteristics within the class, depending upon specialized area of assignment are, responsibilities focused on hardware and software needs analysis and support or data processing and communications.

The Computer Support Specialist is distinguished from the Senior Computer Support Specialist, which is responsible for performing journey level information technology support activities.

| **TYPICAL CLASS ESSENTIAL DUTIES:** (These duties are a representative sample; position assignments may vary.) | **FRE-QUENCY** |
|---|---|
| 1. Provides technical support and troubleshooting in support of maintaining computer and basic network operations; assesses malfunctions of desktop systems, hardware, and software applications and takes appropriate corrective action. | Daily 40% Field |
| 2. Installs, configures, updates, tests, and maintains hardware, software, peripheral equipment, and/or communication equipment. | Daily 20% |
| 3. Trains and assists staff on the use of hardware, software, peripheral equipment, and/or communication equipment. | Daily 15% |
| 4. Maintain local area network accounts, coordinating applicable network activities with appropriate internal staff. | Weekly 10% Help Desk Daily 40% |
| 5. Monitors and maintains supplies, materials, and inventory; conducts research on hardware, software, peripheral equipment, and communications equipment and makes recommendations on purchases. | Weekly 5% |
| 6. Assists in developing policies, procedures, user guides, and/or other related documentation. | Monthly 5% |
| 7. Provide customer service to all city departments. | As Required |

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| 7. | Prepares and maintains records and reports associated with daily activities and ensures proper documentation of service, maintenance, and inventory. | Monthly 5% |

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| **TYPICAL CLASS ESSENTIAL DUTIES:** (These duties are a representative sample; position assignments may vary.) | | **FRE-QUENCY** |
| 8. | Performs other duties of a similar nature or level. | As Required |

**POSITION SPECIFIC RESPONSIBILITIES MIGHT INCLUDE:**

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Positions assigned to Code Enforcement may be responsible for:
Inappropriate at Computer Systems Specialist level.
- Creating GIS maps;
- Utilizing GIS tools, arc view, and arc info to analyze data;
- Researching and developing GIS data reports;
- Creating and maintaining GIS arcs, points, and polygons;
- Maintaining division databases;
- Creating and maintaining DMS templates.

Positions assigned to Information Technology. AS400 Operator may be responsible for:
- Providing necessary input and instructions to expedite the processing of data;
- Reviewing computer output data for accuracy and completeness;
- Maintaining control over the location and length of retention of tapes, files, and other documentation stored in the tape library;
- Receiving and recording computer input data from internal departments;
- Administering network functions.

Positions assigned to Transportation may be responsible for:
- Updating routes, announcements, and head sign information;
- Maintaining FAX Intelligent Transportation Systems.

Positions assigned to Parks & Recreation may be responsible for:
- Updating and maintaining departmental website, incorporating into website;
- Setting up, maintaining, and monitoring multi-media and educational computer lab centers

Positions assigned to Fire and Police Department may be responsible for:
- Ability to travel
- Maintain the on board computers on fire trucks

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**Training and Experience** (positions in this class typically require):

- Associates Degree in Information Technology or Computer Science or related field; or, successful completion of a technical program which emphasized computer system troubleshooting and peripheral support, or, two years of experience troubleshooting and diagnosing computer issues or, one year of experience in desktop support as an Information Services Aide with the City of Fresno;

OR

- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.  Based upon assignment, one year of GPS mobile data terminal support, including trouble shooting and diagnosing system issues may be required.

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**Licensing Requirements** (positions in this class typically require):

Some positions, based on assignment, may require:

- Basic Class C License
- One or more licenses or certifications related to the specific technical discipline may be required, preferred, or desired

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**Knowledge** (position requirements at entry):

Knowledge of:

- Customer service policies, priciples and practices;
- Principles, policies, practices and operations in assigned area of responsibility;
- Applicable tools, equipment, vehicles and hardware and software related to area of responsibility;
- Network communication design, implementation, and maintenance;
- System administration principles and practices;
- Applicable operating systems;
- California Law Enforcement Telecommunications System (CLETS).

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**COMPUTER SUPPORT SPECIALIST**

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**Skills** (position requirements at entry):
Skill in:
- Providing customer services
- Analyzing and designing databases
- Communicating technical information to a non-technical audience
- Using computers and applicable software applications
- Operating and maintaining applicable hardware, software, peripheral equipment, and communication equipment in assigned area of responsibility
- Monitoring and participating in the preparation and maintenance of operational reports, logs and records
- Installing, troubleshooting, repairing, and maintaining a variety of electronic equipment
- Diagnosing and resolving technology problems in assigned area of responsibility
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, business, organizations, elected and appointed officials, media, etc. sufficient to exchange or convey information, give/receive work direction

**Physical Requirements:**
Positions in this class typically require: bending, kneeling, lifting, reaching, standing, stooping, walking, balancing, climbing, crawling, and crouching.

Very Heavy Work: Exerting up to 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.

Incumbents may be subjected to moving mechanical parts, electrical hazards, vibrations, fumes, odors, dusts, poor ventilation, adverse weather conditions, work space restrictions, inadequate lighting, and intense noises.

**Note:**
The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

**Classification History:**
Draft prepared by Fox Lawson & Associates (LM)
Date: 11/2007

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